PUBLIC EMPLOYEES' RETIREMENT SYSTEM PERS-HRD-88 (Rev. 7/89) (PC)	Title of Position Unit # Manager, IT Business Development & Planning
POSITION DUTY STATEMENT <mark>Please refer to Job #6865/JH on the application</mark>	Division and/or Subdivision Innovation and Implementation Services Division / Business Development & Planning
INSTRUCTIONS: The Executive Officer is required by Government Code Section 18805 to report (or to record) "... material changes in the duties of any position in his jurisdiction." The Position Duty Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the proportion of total work time occupied. Prepare copies for employee assigned to the position and his/her supervisor.	Location of Headquarters 400 Q Street, Sacramento, CA 95814
	Class Title of Position Data Processing Manager (DPM) III
	Position Number 275-815-1393-002 (1012)
	Effective Date April 14, 2009

Percent of Time Required	
	Under the administrative direction of the Chief, Business Solutions Services Section, Innovation and Implementation Services Division (IISD), the position has full management responsibility for operation of the Information Technology Business Development & Planning Group.
30%	Develop and direct IT strategic directives and strategies that enable the alignment of Information Technology activities, projects, and services with CalPERS' current and future business needs and objectives. Plans, organizes, and directs all functions associated with the operations of the Business Development & Planning Group, through subordinate staff, including: • Business Development Services • Customer Liaison Services • Consultant Services • Technology Insight • IT Management Advisors • Education and Communication Services • IT Planning Analysis and Development Services • Service and Issue Management Has overall management responsibility for: Development and assessment of the strategic and tactical requirements needed to create IT strategies and plans; Identification of potential improvements within business and IT processes; Exposing business areas to technology being used in their industries and helping business take advantage of IT-enabled opportunities; Enhancing the IT planning process to more effectively balance strategic and tactical efforts/investments; Creating an awareness of information technology value and gaining strategic support by the intelligent application of education, marketing, and customer relationship methods; Providing consultant assistance to CalPERS' lines of business to enable the most cost effective use and development of IT systems and services; Continuous improvement of the relationship, partnership, and communication between ITSB and CalPERS lines of business. Manage the provision of analytical services to ITSB Senior Management related to IT planning efforts and IT operational and service benchmarking. Responsible for maintaining the Strategic Information System Plan (SISP). Provide the business areas with technology insight related to CalPERS current and future information technology capabilities. Oversee the facilitation of discussion on industry process and technology innovations/trends which can potentially have a substantive impact on CalPERS' business operations.

30%	Organize and direct staff in the research of current and future service, process, and technology needs of CalPERS' lines of business (Investments, Health, Pension, and Administration) to ascertain opportunities. Direct communication efforts with the business areas to proactively identify business drivers, operational pain-points, and functional needs that could be addressed through process innovation and existing or emerging technologies. Manage the coordination efforts of technical experts from ITSB production areas in addition to business partners to help determine the cost, impact, risks and benefits of potential solutions opportunities. Lead a focused effort to create a common level of understanding between the business areas and ITSB management and staff through the use of educational and marketing services. Facilitate a continuous interactive dialogue between ITSB and the CalPERS' business management to help improve the overall IT/business alignment and working relationship. Manage the education and communication efforts/activities related to IT direction and opportunities. Lead ITSB internal communication efforts to improve staffs' understanding of IT direction and business connection.
25%	Provide management oversight for Service and Issue Management activities which include fielding clients' questions related to service request process, advising clients on usage of ITSB services, assisting in service request prioritization, coordinating resolution of service request issues, and serving as the problem escalation point for divisions. Provide direction to and oversight of Customer Liaison staff serving as the business area's Client Account Representative acting as a direct interface to represent the business needs and issues to ITSB. Provide direction and oversight to staff serving as an Internal Business Domain Consultant to the business helping them achieve a maximum return on technology usage within their areas. Direct the development and maintenance of the enterprise business architecture model by keeping abreast of the CalPERS' business environment, strategies, and goals and through coordination with business areas management.
10%	Develop strategies and policy recommendations on a broad spectrum of items related to implementing enterprise policies, procedures, and operational changes regarding technology impacting critical business processes. Oversees and provides policy and program direction to staff on the interpretation and dissemination of the Strategic Information System Plan (SISP). Directs the formulation and implementation of business alignment policies and standards related to information technology.
5%	Correctly administers human resource policies and procedures established by DPA, SPB, and CalPERS' management. Appropriately administers collective bargaining agreements and contributes to effective labor-management relations. Ensures positions are allocated to appropriate civil service classifications and are filled through effective recruitment and hiring procedures, which result in the selection of the most qualified candidate for the job. Effectively administers CalPERS' performance appraisal system ensuring employees receive ongoing coaching, performance feedback, and timely and accurate Summary Rating evaluations. Ensures effective staff development through identification of training needs, employee career development planning and the provision of appropriate training. Develops long- and short-term staffing plans, which meet Division workload needs within budget resources. Develops thorough and accurate budget change requests based on substantiated operational needs. Ensures cost effective use of resources, i.e., operational expenses, equipment and staff resources, identifying cost savings and contributing to the overall prudent management of CalPERS' trust funds.